

**Central Texas College**  
**Syllabus for HAMG 1313**  
**Front Office Procedures**  
**Semester Hours Credit: 3**

**INSTRUCTOR:** \_\_\_\_\_

**OFFICE HOURS:** \_\_\_\_\_

## **I. INTRODUCTION**

- A. This course focuses on the functions of front office operations in a lodging facility. An emphasis is placed on customer service and a study of front office interactions with other departments in the lodging operation.
- B. This course is a required course for an AAS Degree in Hotel Management Specialization and for the Property Management Advanced Certificate of Completion.
- C. This course is occupationally related and serves as preparation for careers in Front Office Operations, or Hotel/Motel Operations.
- D. Prerequisite(s): None

## **II. LEARNING OUTCOMES**

Upon successful completion, the student will be able to;

- 1. Identify the various service levels and market segments in the lodging industry as they pertain to the front office area of the hospitality operation.
- 2. Identify front office responsibilities, accounting procedures, revenue management, checkout and settlement procedures, and night audit functions and verification.

## **III. INSTRUCTIONAL MATERIALS**

- A. The instructional materials identified for this course are viewable through [www.ctcd.edu/books](http://www.ctcd.edu/books)
- B. Additional references may be required that are in the Central Texas College bookstore.

## **IV. COURSE REQUIREMENTS**

- A. Reading Assignments: Read text assignments prior to class and be prepared to discuss the text material, answering instructor questions orally with well-organized thoughts and ideas. Review any slides or websites provided with the chapter.
- B. Learning Activities: Students are expected to complete chapter assignments, questions

and activities assigned by the instructor prior to attending class.

- C. Writing Requirements: Students may be required to complete a course project, case studies or end of chapter incidents for a major course grade. The assignment will be at the discretion of the instructor.
- D. Participation: Students are expected to be prepared and engage in discussions and activities. Distance Learning students are expected to participate using any of the tools found in the course such as but not limited to discussions, blogs, wikis and messages.
- E. Attendance: Refer to the CTC Catalog for a detailed policy. You are expected to attend each class period with punctuality and stay in class until dismissed. You are responsible for all course material missed due to an absence. Distance Learning students should log on regularly as if attending a lecture class.

## **V. EXAMINATIONS**

- A. There will be at least two exams in this course. Your instructor may add chapter or lesson quizzes.
- B. Students must be present for all examinations. Students who know in advance they will be absent from an examination due to valid reasons must arrange to take an early examination. Unexpected absences due to illness or extenuating circumstance will require the student to see the instructor about individual make-up examinations. Make up examinations are at the discretion of the instructor. Distance Learning students must take the examinations according to the course schedule.

## **VI. SEMESTER GRADE COMPUTATION**

**A** (1000-900) **B** (899-800) **C** (799-700) **D** (699-600) **F** (Below 599)

## **VII. ADDITIONAL INSTRUCTIONS FROM THE INSTRUCTOR**

- A. Course Withdrawal: Consistent with CTC policy found in the catalog.
- B. Administrative Withdrawal: Consistent with CTC policy found in the catalog.
- C. Incomplete Grade: Consistent with CTC policy found in the catalog.
- D. Scholastic Honesty: Consistent with CTC policy found in the catalog.
- E. Cellular Phones and Electronic Devices: Will be off or on silent during class.
- F. Electronics: Laptop and tablets may be used at the discretion of the instructor.
- G. Disability Support Services Program: Disability Support Services provide services to students who have appropriate documentation of a disability. Students requiring accommodations for class, lecture and/or Distance Learning are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of locations. Explore the website

at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

- H. Civility: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.
- I. Instructor Discretion: The instructor reserves the right of final decision in course requirements.

## VIII. COURSE OUTLINE

### **Part 1:** The Hotel Industry. Chapters 1-3

A. Lesson Objectives: Upon successful completion of this lesson the student will:

1. Explain historical reference that will document the direction of hotel development and demonstrate the industry's vibrancy across the centuries.
2. Identify the traditional classifications of the industry.
3. Discuss the importance of segmentation, brand and image for a hotel.
4. Explain how to market to individual guests and groups.
5. Explain the emerging ownership and management patterns.
6. Cite the standard organizational structure of a hotel and the roles of each.
7. Examine the relationship between the various rooms' division personnel and their interdependency with other departments.

B. Learning Activities:

1. Read chapters 1-3 prior to the lecture.
2. Complete discussion or blog topics with classmates.
3. Complete lesson assignments.
4. Other assignments designated by the instructor.

### **Part 2:** The Reservation Process. Chapters 4-6

A. Lesson Objectives: Upon successful completion of this lesson the student will:

1. Analyze the formula for forecasting rooms.
2. Explain why hotels overbook reservations and what is meant by the perfect fill.
3. Review the history of global distribution systems.
4. Discuss the modern global technologies.
5. Review the components of a reservation.
6. Explain the importance of the convention and group business.

B. Learning Activities:

1. Read chapters 4-6 prior to the lecture.
2. Complete discussion or blog topics with classmates.
3. Complete lesson assignments.

4. Other assignments designated by the instructor.

**Part 3: Guest Services and Rate Structures. Chapters 7-9**

A. Lesson Objectives: Upon successful completion of this lesson the student will:

1. Explain Total Quality Management (TQM) and how this applies in the hotel industry.
2. Discuss the importance of customer relations and guest satisfaction.
3. Explain how to handle guest complaints and why complaints can help an organization succeed.
4. List and explain the steps involved from greeting a guest until a guest checks out.
5. Explain the roll of the room rate and the economy.
6. Calculate various formulas to determine room rate.

B. Learning Activities

1. Read chapters 7-9 prior to the lecture.
2. Complete discussions or blog topics with classmates.
3. Complete lesson assignments.
4. Other assignments designated by the instructor.

**Part 4: The Revenue Cycle; and Technology. Chapters 10-12**

A. Lesson Objectives: Upon successful completion of this lesson the student will:

1. Review the accounts receivable process.
2. Explain the items on individual and master account folios.
3. Differentiate between charges and credits.
4. Explain the difference in the credit and city ledger and what each contains.
5. Describe the night audit process.
6. Review new hotel technologies and how they are applied.

B. Learning Activities:

1. Read chapters 10-12 prior to the lecture.
2. Complete discussion or blog topics with classmates.
3. Complete lesson assignments.
4. Other assignments designated by the instructor.